

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

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ORIGINAL

ILLINOIS
COMMERCE COMMISSION

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION 2007 NOV -7 A 11: 04

Margaret Daniel

vs

SBC Long Distance, LLC

AT&T Long Distance and regular service

CHIEF OF OFFICE

07-0390

VERIFIED MOTION OF AT&T LONG DISTANCE FOR NO DISMISSAL

The Illinois Commerce should be able to adjudicate, when complaint has been wrongfully charged, especially when this is an on going problem for over a year and when bias is involved. I really would like for AT&T to admit that their was mixed miscommunication their behalf.

INTRODUCTION

1. Yes I did file a Complaint against AT&T LD' on June 27, 2007, Regarding the removal of my unlimited long distance calling plan from my account
2. Yes AT&T LD did remove my unlimited calling plan, however I was not informed the reason why, until the 1st hearing I had with Illinois Commerce and Mr. Huttenhower, that is when Mr. Huttenhower explained what was happening with my telephone bill and why my plan was suspended because of my dial up number which has not been explained to me when I had spoken with AT&T representatives numerous times. The representative issued me dial up number (773- 570-4265) this is not the first Dial up number the representative's have given me to be used.
3. Yes, I have requested several types of reinstatement of my unlimited calling plan; Yes I would like to be issued compensation for the inconvenience, pain and suffering and the elimination of the new charges that stays on my bill. And a big credit to my account also and Yes I do request for the Illinois Commerce to represent me PROPERLY, and too look at the evidence that I will be presenting and the FACTS! And the INCONSISTENCY OF MY BILLS. FOR THE TWO YEARS.
I had to purchase a prepaid cell phone in which I couldn't afford and didn't need because I had an unlimited call plan on my home phone. However when my service kept getting interrupted and I couldn't dial certain phone numbers from my phone I was forced to purchase a cell phone in which now I have two telephones bills because of all the inconvenient. I also would like to mention that a prepaid phones minutes that you purchase goes very fast. I have bought over 3000 minutes or more for this prepaid cell phone I have because of the inconvenient of my home phone.
4. Yes, I ordered this plan and when I spoke to the representatives about my extremely high bill, and when the dial up number became an issue due too my extremely large bill regarding my dial up number. I re iterate AT&T representative's issued me the dial up numbers that I was using, I have been issued over 10 dial up numbers. Why , when I first started calling about my extremely high telephone bill in

2006, I wasn't issued the right dial up numbers , and why did it take until 2007 to received the correct dial up number and I haven't had any more problems since the correct dial up number was finally issued to me.

5. AT&T makes adjustment for which they want to make adjustment for and they do not play by the rules, and I know this for a fact. They are accustomed to too being unfair and cheating the consumers and ripping us off. That is why I left them a long time ago,

6 This is one of the dial up number (773-570-4265)that one of AT&T representative had issued to me in which they refuse to acknowledge and ignore as I have mention numerous of times to Mr. Huttenhowe.. AT&T alleges that they sent I a letter and I didn't respond, I would like to know what I was calling for just to talk to AT&T. I responded to every letter that I received from SBC and AT&T and if you check my telephone record it will speak for it self. I would like for my telephone record to be presented as evidence that I have called so much that I got a headache. I have 2 log books that I will present as evidence of my calling also names of whom I spoke with and tried to resolve this dial up number issue every time I called. AT&T.

8. I responded to all the letter's that they mailed out and I received.. Yes, the company switched my service back to what it should have been, because they were Negligence in giving me the wrong dial up numbers? (Please let Mr. Huttenhower tell you how many times I had to call in to get my service restored) Yes, I had to call in when I couldn't dial certain numbers from my telephone and get this issue resolved, if one of the representative's that I had spoken with should have informed me that calling in ordering different call packs, to get a call pack that I could afford none of this would have transpired. Mr. Huttenhower explained to me when I call in and get a different service, the system automatically kicks me back off that plan that I ordered, therefore they started charging me 10cents a minute in which I was not aware of., during my first hearing with him., maybe this could have been resolved and I wouldn't have kept calling getting my service restored and getting a different calling plan, because I was not going to pay 10 cents a minute to call anywhere.

9. Yes I responded to any and every letter that I received from AT&T. I called regarding my telephone bill every month. Mr. Huttenhower refused to mention how many times I called in about this same problem and as I stated before AT&T representative's issued the dial up numbers. I also would like to mention that I had to take the initiative and be the mediator for AT&T and AOL on the 3-way over 10 times about my dial up numbers and I asked the representative from AT&T to please make a notation in notes with these numbers that the AT&T agreed upon that was to be used as my dial up numbers.

ARGUMENT

The Commission should not dismiss this Complaint. First, AT&T representatives did not do their job when they issued me the wrong dial up numbers and AT&T is totally ignoring this issue I have been raising, and the reason why was I calling them every month to dispute the same problems. The Commission should have jurisdiction over this Complaint, the claims asserts are cognizable here. Third, the Commission should not dismiss this Complaint. If the Commission cannot award what is right, what is the purpose of having the, Commission. represent me when telephone Companies' takes

advantage of the consumers, and have the audacity to tell the Commission what they can and cannot do. I am very confused, with that statement being made, is it that AT&T can do what they want to do to the consumers good, or bad. Fourth, I feel that AT&T shall be held accountable for their mistakes, it is not like I was not calling in trying to find out what was the problem and why my bill was constantly going up and they had to make the adjustment every month. Fifth, I would like to bring to the Commission attention that, this letter's that I see in the Exhibit A, that has been alleged that they mailed to me and I didn't receive them. I was constantly communicating with AT&T on regular basics. I do have all the notice that I received from AT&T.

Sixth, I would like the Commission to look at the inconsistency of my Bill Statements For the last 2 years. That is another complaint I have and many more consumers.

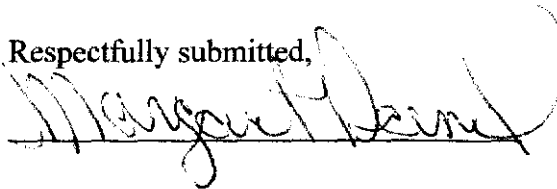
Seventh, I see all these different Codes and Rules in this Document, I know for a fact that AT&T have broken all of them and do it frequently. I was not aware of the violations that I made, I haven't ever heard of anything so ridiculous.

Eight, I was forced to put my telephone on restriction, I can't call over 8 miles out of my home, that's when I have to use my cell phone, If I wouldn't have put this restriction on my phone, I would have a telephone bill for \$10,000.00 per month the rate they were going with me. It was totally out of hand, and I couldn't believe how they tries to justify whatever wrong doing they continue to do and keeps getting away with it and it is WRONG. It needs to stop.

Ninth, I would like to submit these dial up numbers that was issued to me on August 2, 2006 773-496-4265 / 773-371-2261 / 773-546-4265, I have some more
These are the dial up number that was issued to me in August 2007, 773-598-3021
773-496-4265 / 312-252-0271 these are the dial up number that I use for my internet service which was issued to me, and I haven't had any more problems with AT&T about my dial up numbers. I had some more dial up number but I misplaced them.

October 31, 2007

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Margaret Daniel", written over a horizontal line.

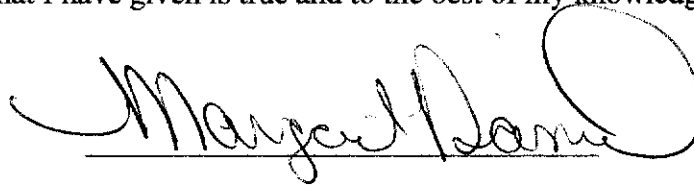
Margaret Daniel
8812 South Burley #E
Chicago, Illinois 60617
773-374-7946

STATE OF ILLINOIS

COUNTY OF COOK

VERIFICATION

I Margaret Daniel , state that I am a Customer of AT&T Telephone company of Illinois, that I have read the above foregoing VERIFIED MOTION OF AT&T LONG DISTANCE FOR NON MISSAL and know the contents thereof, that I have provided and the response that I have given is true and to the best of my knowledge, information and Belief.

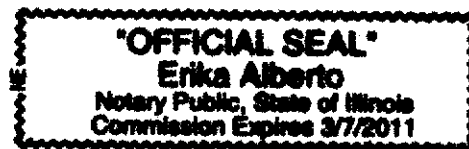


Margaret Daniel

Subscribed and sworn to before
me this 5th day of November, 2007



Notary Signature



CERTIFICATE OF SERVICE

Docket No. 07-0390

Margaret Daniel

Vs

AT&T Long Distance service

Response to

Verify Motion of AT&T Long Distance

I Margaret Daniel have sent a copy of my response to verify motion

Proof of Service

Amy A. Berlin

SBC Long Distance LLC

d/d/a SBC Long Distance d/b/a AT&T Long Distance

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Glennon P. Dolan

Administrative Law Judge

Illinois Commerce Commission

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